

# Mark Scheme (Results)

Jan 2016

Pearson BTEC Level 1/Level 2 First  
Public Services

Unit 1: The Role and Work of the Public  
Services

## **Edexcel and BTEC Qualifications**

Edexcel and BTEC qualifications come from Pearson, the world's leading learning company. We provide a wide range of qualifications including academic, vocational, occupational and specific programmes for employers. For further information visit our qualifications websites at [www.edexcel.com](http://www.edexcel.com) or [www.btec.co.uk](http://www.btec.co.uk) for our BTEC qualifications.

Alternatively, you can get in touch with us using the details on our contact us page at [www.edexcel.com/contactus](http://www.edexcel.com/contactus).

If you have any subject specific questions about this specification that require the help of a subject specialist, you can speak directly to the subject team at Pearson. Their contact details can be found on this link: [www.edexcel.com/teachingservices](http://www.edexcel.com/teachingservices).

You can also use our online Ask the Expert service at [www.edexcel.com/ask](http://www.edexcel.com/ask). You will need an Edexcel username and password to access this service.

### **Pearson: helping people progress, everywhere**

Our aim is to help everyone progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in the world. We've been involved in education for over 150 years, and by working across 70 countries, in 100 languages, we have built an international reputation for our commitment to high standards and raising achievement through innovation in education. Find out more about how we can help you and your students at: [www.pearson.com/uk](http://www.pearson.com/uk)

Jan 2016

Publications Code BF043082

All the material in this publication is copyright

© Pearson Education Ltd 2016

## General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- All marks on the mark scheme should be used appropriately.
- All marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if a candidate's response is not worthy of credit according to the mark scheme.
- Where some judgment is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt about applying the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Ambulance (1)</li> <li>• Fire and rescue services (1)</li> <li>• Police / British Transport Police (1)</li> <li>• Local authority (1)</li> <li>• Rail Accident Investigation Branch (RAIB) (1)</li> </ul> <p>Do not accept paramedics Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
2 (a)	<p>Answers might refer to: Services include:</p> <ul style="list-style-type: none"> <li>• Education (1)</li> <li>• Child protection (1)</li> <li>• Leisure(1)</li> <li>• Environmental (1)</li> <li>• Housing (1)</li> <li>• Highway maintenance (1)</li> </ul> <p>Only award marks for services, <b>not</b> personnel Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
2 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• protect vulnerable people (1)</li> <li>• support carers (1)</li> <li>• arrange health / care assessments (1)</li> <li>• arrange shelter / accommodation (1)</li> <li>• provide advice/guidance (1)</li> </ul> <p>Award any other valid responses.</p>	(1)

Question Number	Answer	Mark
3	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• responding to incidents / accidents / emergencies (1)</li> <li>• preventing crime (1)</li> <li>• providing crime prevention advice (1)</li> <li>• maintaining public order / keeping the Queen's Peace (1)</li> </ul> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
4 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• HM Treasury (1)</li> <li>• Ministry of Defence (MoD) (1)</li> <li>• Department of Health (DH) (1)</li> <li>• Department for Environment, Food and Rural Affairs (DEFRA) (1)</li> <li>• Department for Business, Innovation and Skills (BIS) (1)</li> </ul> <p>Award any other valid responses. Do not award mark for government agencies e.g. The Border Agency/NHS</p>	(1)

Question Number	Answer	Mark
4 (b)	<p>Answers might refer to:</p> <p>Responsibility for</p> <ul style="list-style-type: none"> <li>• teaching / learning /curriculum (1)</li> <li>• Ofqual / Ofsted (1)</li> <li>• teacher pay / conditions (1)</li> <li>• formulating policy (1)</li> <li>• oversight of training / apprenticeships (1)</li> <li>• budgeting/funding (1)</li> </ul> <p>Award any other valid responses. Do not award mark for 'education'</p>	(2)

Question Number	Answer	Mark
5 (a)(i)	<p>Correct answers:</p> <ul style="list-style-type: none"> <li>• housing rents (1)</li> <li>• using leisure facilities (1)</li> <li>• NHS charges for prescriptions (1)</li> <li>• dental and optical services (1)</li> <li>• charges for further and higher education (1)</li> </ul> <p>Award any other valid responses. Direct charge must be linked to public service</p>	(1)

Question Number	Answer	Mark
5 (a)(ii)	<p>Disadvantages</p> <ul style="list-style-type: none"> <li>• funding is not guaranteed (1) makes it difficult to maintain service provision (1)</li> <li>• customers may complain / unhappy with charges (1) may refuse to pay/to access the services (1)</li> </ul> <p>Award <b>1</b> mark for the disadvantage Award <b>1</b> mark for an explanation</p> <p>Award any other valid responses.</p>	(2)
5 (a)(iii)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• road developments (1) to repair pothole / develop new roads / widen roads (1)</li> <li>• subsidised public transport (1) providing cheaper buses / provide additional services (1)</li> <li>• subsidised school meals (1) to support families on low income and provide health choices (1)</li> <li>• burials &amp; cremations (1) to subsidise the cost to families / care for the plots later (1)</li> <li>• putting income back into the community (1) by providing parks and recreation (1)</li> </ul> <p>Award <b>1</b> mark for identifying Award <b>1</b> mark for an explanation</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
5 (b)(i)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Royal National Lifeboat Institution (RNLI) (1)</li> <li>• Mountain Rescue (1)</li> <li>• Royal Voluntary Service (RVS) (1)</li> <li>• Red Cross (1)</li> <li>• St John Ambulance (1)</li> <li>• Shelter (1)</li> <li>• NSPCC (1)</li> </ul> <p><b>Award any other valid responses.</b></p>	(1)
5 (b)(ii)	<p>Answers might refer to:</p> <p>Financial support provide by individuals / organisations on a voluntary basis. (1)</p> <p>Accept references to non-public service situations</p> <p><b>Award any other valid responses.</b></p> <p><b>Accept examples of sponsorship.</b></p>	(1)

Question Number	Answer	Mark
5 (c)	<p>Answers might refer to:</p> <p>Where a public service funds a private/voluntary organisation to deliver services.</p> <p><b>Award any other valid responses.</b></p> <p><b>Do not award a mark if only an example is given.</b></p>	(1)

Question Number	Answer	Mark
6	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• support public services / people in the affected country (1) so that order can be restored/maintained (1)</li> <li>• by working with civil authorities (1) in order to support international peacekeeping (1)</li> </ul> <p>Award <b>1</b> mark for reason. Award <b>1</b> mark for explanation.</p> <p><b>Do not award mark for humanitarian aid</b></p> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
7	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• support families of young people (1) in order to minimise risk (1)</li> <li>• provide services e.g. helplines (1) for children to report their concerns confidentially (1)</li> <li>•</li> </ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <p>Service users</p> <ul style="list-style-type: none"> <li>• would receive an improved level of service (1) because information is shared between services (1)</li> <li>• have improved access (1) as organisations are able to provide a wider range of services (1)</li> <li>• needs are more effectively supported (1) due to public service staff having a clearer understanding of their needs (1)</li> </ul> <p>For each of the advantages given: Award <b>1</b> mark for the advantage Award <b>1</b> mark for an explanation Answer must refer to service users.</p> <p><b>Award any other valid responses.</b></p>	(4)

Question Number	Answer	Mark
9(a)	<p>Correct Answer</p> <p><b>A</b> The Home Office</p>	(1)

Question Number	Answer	Mark
9(b)	<p>Correct Answer</p> <p>To monitor migration (1)</p> <p><b>Award any other valid responses.</b> <b>Only award marks for function of UK Border Agency.</b></p>	(1)

Question Number	Answer	Mark
10 (a)	<p>Answers might refer to:</p> <p>Crown Prosecution Services (CPS):</p> <ul style="list-style-type: none"> <li>• prepare cases for court (1) makes sure that offenders are held accountable for their actions (1)</li> <li>• present cases in court (1) so they can see that justice has been served (1)</li> </ul> <p>Award <b>1</b> mark for the identifying the purpose Award <b>1</b> mark for an explanation</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (b)	<p>Answers might refer to:</p> <p>Probation Services:</p> <ul style="list-style-type: none"> <li>• supervise community orders / licences of offenders (1) make sure they do as the court has instructed (1)</li> <li>• support offender whilst serving their sentence (1) help them with reintegration/rehabilitation (1)</li> </ul> <p>Award <b>1</b> mark for the identifying the purpose Award <b>1</b> mark for an explanation</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (c)	<p>Answers might refer to:</p> <p>Prison Services:</p> <ul style="list-style-type: none"> <li>• to keep those sentenced to prison in custody (1) to serve the sentence imposed by the court (1)</li> <li>• help them lead law abiding / useful lives (1) in order to prevent reoffending (1)</li> <li>• keep prison running efficiently (1) through the effective use of their budget (1)</li> </ul> <p>Award <b>1</b> mark for the identifying the purpose Award <b>1</b> mark for an explanation</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
10 (d)	<p>Answers might refer to:</p> <p>Voluntary organisations:</p> <ul style="list-style-type: none"> <li>• to support witnesses when appearing in court (1) by familiarising them with court procedures (1)</li> <li>• to help people recover after crime (1) by providing emotional/practical support (1)</li> </ul> <p>Award <b>1</b> mark for the identifying the purpose Award <b>1</b> mark for an explanation</p> <p>Award any other valid responses.</p>	(2)

Question Number	Answer	Mark
11 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> <li>• Mountain and cave rescue</li> <li>• RSPCA</li> <li>• Neighbourhood watch</li> </ul> <p><b>Award any other valid responses.</b></p>	(1)

Question Number	Answer	Mark
11 (b)	<p>Answers might refer to:</p> <p>Ambulance Service:</p> <ul style="list-style-type: none"> <li>• reduction of support at events/galas/concerts (1) means these may not be able to run due to lack of medical cover available (1)</li> <li>• fewer people trained with basic first aid qualifications (1) means the ambulance service may be called out for more minor ailments (1)</li> </ul> <p>Coastguard:</p> <ul style="list-style-type: none"> <li>• more danger for public (1) less support at popular resorts as no RNLI base close by (1)</li> <li>• response times increase (1) due to extra pressure on services (1)</li> </ul> <p>For each of the two ways give:</p> <p>Award <b>1</b> mark for the identifying the impact Award <b>1</b> mark for an explanation If answer does <b>not</b> refer to ambulance or coastguard, assume the response refers to voluntary sector support.</p> <p><b>Award any other valid responses.</b></p>	(4)

Question Number	Answer	Mark
12	<p>Answers might refer to:</p> <p>Defra</p> <ul style="list-style-type: none"><li>• formulates policy (1) in order to protect public health and safety (1)</li><li>• coordinates responses to emergencies such as floods (1) to ensure continuity of business/day-to-day life (1)</li><li>• introducing charges for plastic bags (1) to reduce the amount of waste sent to landfill (1)</li></ul> <p><b>Award any other valid responses.</b></p>	(2)

Question Number	Indicative content	Mark
13	<p>The fire and rescue services might demonstrate</p> <ul style="list-style-type: none"> <li>• clearer direction in the use and maintenance of Personal Protective Equipment</li> <li>• more transparency in its operational procedures</li> <li>• that personnel are familiarised with more complex buildings within their service area</li> <li>• improved scrutiny of the way fire and rescue staff carry out their duties</li>   <li>• review staff training in order for it to become more effective</li> <li>• its ability to increase public confidence.</li> <li>•</li> </ul> <p>Other considerations</p> <p>The need to</p> <ul style="list-style-type: none"> <li>• increase staffing levels</li> <li>• increase funds</li> <li>• manage the levels and cost of legal action against fire and rescue service.</li> </ul> <p>Award any other valid responses</p>	(8)

Level	Descriptor	Marks
Level 0	No rewardable material	0
Level 1	A few key points identified, <b>or</b> one point described in some detail. The answer is likely to be in the form of a list. Only one viewpoint considered. Points made will be superficial/generic and not applied/directly linked to the situation in the question.	1 to 3
Level 2	Some points identified, <b>or</b> a few key points described. Consideration of more than one viewpoint but there will be more emphasis on one of them. The answer is unbalanced. Most points made will be relevant to the situation in the question, but the link will not always be clear.	4 to 6
Level 3	Range of points described, <b>or</b> a few key points explained in depth. All sides of the case are considered and the answer is well-balanced, giving weight to all viewpoints. The majority of points made will be relevant and there will be a clear link to the situation in the question.	7 to 8

For more information on Edexcel qualifications, please visit our website  
[www.edexcel.com](http://www.edexcel.com)

Pearson Education Limited. Registered company number 872828  
with its registered office at Edinburgh Gate, Harlow, Essex CM20 2JE

Ofqual



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government

